City of Memphis

City of Memphis – Community Cloud IaaS
RFP # SAIC CoM 2014 RG R104056

Answers to Questions

	RFQ Section	QUESTION	Response
1.		Mutli- tenant or private tenant acceptable?	Private tenant preferred but provide fee descriptions for the available hosting options.
2.		OS required software and rev levels	Red Hat Linux Server 7
3.		Can each instance be a secured blade?	Yes but provide fee descriptions for the available hosting options.
4.		What level of IOPs are required for the storage?	1,800 IOPS is preferred per server instance.
5.		Backup required?	Yes – 1 year retention.
6.		If backup is required - what is the data retention required?	Yes – 1 year retention.
7.		What are the network requirements - data rates for this service?	TBD - Please provide detailed data rate pricing options available for Internet VPN solution.
8.		What are the Security requirements?	Security for the proposed environment should be limited to assigned CoM Engineering, Network and Development personnel. Designees will be determined upon further negotiation.
9.		Do you require data to be archived?	(Backup) Yes – 1 year retention.

	<u>RFQ Section</u>	QUESTION	Response

10.	Section 2.1	Compute Hardware
		  a. Does the City of Memphis want bare metal (no operating system) or do you want an OS installed?
		  b. If an OS, what version (Windows 2012 Server, DC, VMware 5.5, etc…)
		  c. Licensing for the software – does CoM handle their own licenses or do we?
		  d. Support – Venture supports the hardware. Do you want Venture to support the software?
			a. CoM would need an OS installed. Please provide fee descriptions for providing the OS licenses.
			b. Red Hat Linux Server 7
			c. TBD. Please provide fee descriptions for providing the OS licenses. (Windows, Linux, etc.)
			d. Software support should only be necessary during implementation. CoM will provide software troubleshooting and support once successfully installed and tested.

11.	Section 2.1	Circuit – connectivity to hardware
		  a. Does the City of Memphis want a dedicated private circuit or just internet connectivity?
		  b. Internet connectivity via VPN or Citrix (any preference)?
			a. CoM would prefer to establish an Internet based VPN.
			b. CoM would prefer to establish an Internet based VPN.

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12.	Section 2.1	Storage – shared storage starting at 2TB – 8TB
		   a. Type of storage: File based (NFS/CIFS) or block based (iSCSI or Fiber Channel)
		   b. Performance requirements? Specify IOPS and/or RAID requirements for the shared storage.
			a. NFS based would be preferred.
			b. RAID 5 or higher is preferred with enough disks to support 1,800 IOPS per server instance.

13.	Section 2.1	Backup and Disaster Recovery
		   a. Does the City of Memphis require the hardware and software to have a D/R solution to an alternate data center?
		   b. Does the City of Memphis require a software backup solution?
			a. No
			b. (Backup) Yes – 1 year retention.

14.	Section 2.3 & 2.4	Proof of Concept
		   a. Explain the environment that the City of Memphis needs. Does the City want just a virtual machine or a bare metal server?
		   b. Explain the test(s) the City wants to perform.
			a. Sample environment should be equal to the configuration of 1 of the requested servers with 2TB of provisioned storage and should have a base OS of Red Hat Linux Server 7 installed, remote control configured and connectivity established.
			b. The CoM Oracle Developers will configure a test environment to be used for process and performance simulations.

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15.	Section 2.3 & 2.4	Training a. Specify what kind of training Venture will need to provide on Hardware, Connectivity/ Access, Operating Systems, and/or Application (Oracle).	a. Training should include an explanation of the CSP's underlying infrastructure and the methods that CoM will be using for management, access and troubleshooting.